

Methodist Dallas Medical Center Guest Rooms

IMPORTANT INFORMATION PLEASE READ

Methodist Dallas Medical Center (MDMC) can accommodate family members who want to be close to a patient during their hospitalization. MDMC provides guest rooms for those that need housing, if there is availability. These rooms are for patients or a family member of a current patient.

PARKING

You may park in Pavilion II Parking Garage located off Colorado Boulevard or the Schenkel Parking Garage located by the main entrance of the hospital off Beckley Avenue.

PAYMENT

Payment in full is required upon check-in by check, debit or credit card. If paying by check, a \$100 deposit is required. This deposit will be refunded at the time the key is returned. In the event the Business Office is closed, Methodist will send the refund to the address on file.

CHECKING IN/CHECKING OUT

Check in time is 3 pm. Your room key card can be picked up in the Business Office located on the first floor in front of the Schenkel Tower elevators, Monday through Friday, 8:30 am to 4:30 pm. **After 4:30 pm or on weekends, the room key can be picked up in the Emergency Room Department.** Payment must be received prior to receiving key card.

Check out time is 11 am. Please do not leave the "Do Not Disturb" sign on the outside of door. **The key card can be placed in the lockbox located on the fourth floor across from the elevators or returned to the Business Office during office hours.** If you are checking out early or on the weekend and the Business Office is closed, please call 214-947-4536 and leave a message. If a refund is due, we will process it on the next business day.

If you need to stay longer than your original reservation, please contact the Business Office no later than 10 am to verify the room is available. If the room is available, you will need to make a payment in advance for the additional days. We can take your credit card payment over the phone or you can come to the Business Office during office hours. The ED registration staff can extend your stay after business hours if there is availability. Payments must be made in the Business Office at 8:30 am on the next business day.

ROOM CHECKS

Guests that stay longer than one continuous week are subject to a room check performed by hospital management staff. Guests are responsible for the condition of the room during their stay. Any damages incurred during the time of occupancy are the responsibility of the guest.

ROOM KEY CARD

Only one key card per room is given. A \$50 fee will be charged to your credit card for all lost and/or unreturned key cards. If paying by check, it will be taken out of the deposit.

PETS

Only ADA defined service animals are welcome in our guest rooms once approval is obtained.

MAINTENANCE/HOUSEKEEPING

If there is a problem in the room that requires attention, please call the Business Office between 8:30 am to 4:30 pm, Monday through Friday, and we will report it for you. After 4:30 pm or on weekends, please call 214-947-1450 for Housekeeping or Maintenance needs.

WI-FI

We have free Wi-Fi throughout the hospital. There is no password needed, just log in as an MDMC guest.

TV

There is a copy of the cable channels for your convenience attached. The cable includes music channels and hospital information channels.

PHONE CALLS

Local phone calls are free. Dial "9" for an outside line. You will not be able to make a long distance call from the phone in your room.



NO SMOKING

Methodist is a smoke free campus, therefore smoking is prohibited in the rooms or on Methodist property which includes all parking lots. If you think you smell smoke, please report it or any other safety or security issue to the Methodist Police Department at 214-947-8899.



NO WEAPONS

Weapons are prohibited pursuant to Section 46.03, Penal Code (places weapons prohibited), a person may not carry a firearm or other weapon on this property.

Thank you for choosing Methodist Dallas Medical Center.

If you need further assistance, please contact the Business Office at 214-947-4536, during normal business hours, Monday - Friday, 8 a.m. to 4:30 p.m.